



May 22, 2003

Cindy Clugy, ENP
Director, State Regulatory Affairs
Intrado
6503 Brittany Park Lane
Houston, TX 77066

METROPOLITAN 911 BOARD

METRO COUNTIES GOVERNMENT CENTER

**2099 UNIVERSITY AVE. W.
SUITE 201
SAINT PAUL, MINNESOTA
55104-3431**

**PHONE: (651) 603-0100
FAX: (651) 603-0101**

MEMBER COUNTIES

- **ANOKA**
- **CARVER**
- **DAKOTA**
- **HENNEPIN**
- **RAMSEY**
- **SCOTT**
- **WASHINGTON**

Dear Ms. Clugy:

Let me start out by saying that I am not at all certain you are the correct person to receive this correspondence, but I have every confidence that you will forward it to the appropriate authority within your organization.

It has come to our attention that Vonage is seeking solution to the inability to properly route and identify the location of 911 calls from Vonage telephones. We acknowledge and recognize that this is indeed a challenge and that Vonage understands the necessity to address this issue. We understand that Intrado is playing an integral part in identifying an acceptable solution to this situation.

The "proposed" solution, of which we have been made aware, would provide Vonage, and I presume any other VoIP provider, with the administrative numbers for public safety answering points (PSAPs) across the country. This method presents concerns for the 911 policy makers and PSAP managers in the Minneapolis/St. Paul metro area. Intrado needs to be aware that the Metropolitan 911 Board, which oversees and administers the 911 network in this area, does not authorize 911 calls to be directly routed to PSAP administrative lines. This is not permitted in our system. Intrado should not release PSAP administrative numbers for the attached list of metro area public safety agencies for the purposes of routing 911 calls.

We are available to explore possible alternative solutions that would be mutually beneficial to Vonage and 911. However, we cannot permit Intrado or Vonage to send 911 calls to PSAPs here in the Minneapolis/St. Paul area in the way that is being proposed.

Sincerely,

Nancy A. Pollock

Nancy A. Pollock, ENP
Executive Director

CC: Jim Goerke, NENA
Roger Hixson, NENA
Rick Jones, NENA
Jim Beutelspacher, State of Minnesota 911 Program
Michelle Rebholtz, State of Minnesota Department of Commerce
John Grinager, State of Minnesota Department of Commerce
John Dejung, Chair, Technical Operations Committee
Pete Eggimann, Director of 911 Services, Metropolitan 911 Board
Jay Arneson, Metropolitan 911 Board Counsel
John Rego, Vonage

Minneapolis/St. Paul Metro Area Public Safety Answering Points

Airport Communications
Anoka County Central Dispatch
Apple Valley
Bloomington Police Department
Brooklyn Center Police Department
Burnsville Police Department
Carver County Sheriff's Office
Cottage Grove Police Department
Dakota County Sheriff's Office
Eagan Police Department
Eden Prairie Police Department
Edina Police Department
Hennepin County Sheriff's Office
Hopkins Police Department
Lakeville Police Department
Maplewood Police Department
Minneapolis Emergency Communications Center
Minnetonka Police Department
Ramsey County Sheriff's Office
Richfield Police Department
Scott County Sheriff's Office
St. Louis Park Police Department
St. Paul Police Department
Washington County Sheriff's Office
West St. Paul Police Department
White Bear Lake Police Department